

# Missouri State Networked Information Plan

State of Missouri  
Office of Administration  
Division of Data Processing and Telecommunications  
Truman Building Room 280  
Jefferson City, MO 65201

Missouri Research and Education Network  
1805 East Walnut  
Columbia, MO 65201

---

## Table Of Contents

### Section 1: Missouri State Networked Information Plan

- [Introduction](#)  
*Project Summary \* Project Team \* Project Scope*

### Section 2: Global Information Policy Items

- [Electronic Publishing Audience Issues](#)  
*Action \* Objective \* Impact \* Information*
- [Government Information Locator Service \(GILS\)](#)  
*Action \* Objective \* Impact \* Information*
- [State Government Home Page](#)  
*Action \* Objective \* Impact \* Information*
- [Electronic Publishing Internal Policy Issues](#)  
*Action \* Objective \* Impact \* Information*
- [Electronic Publishing Standards](#)  
*Action \* Objective \* Impact \* Information*

### Section 3: Content Policy Items

- [Aging and Expiration of Content](#)  
*Action \* Objective \* Impact \* Information*
- [Electronic Publishing Media Issues](#)  
*Action \* Objective \* Impact \* Information*
- [Integrity and Authentic Citation Issues](#)  
*Action \* Objective \* Impact \* Information*
- [Archival, Preservation and Copyright Issues](#)  
*Action \* Objective \* Impact \* Information*

- [Delivery Methods](#)  
*Action \* Objective \* Impact \* Information*
- [Privacy and Restriction of Content](#)  
*Action \* Objective \* Impact \* Information*

## **Appendix A: Media Delivery Issues and Media Choices**

- [Media Delivery Issues](#)  
*File Transfer Protocol \* Gopher \* World Wide Web*
- [Media Choices](#)  
*Text \* Netscape Extensions \* Other Medias*

## **Appendix B: Government Information Locator Service**

- [Missouri Government Information Locator Service](#)
- [Government Information Locator Core Elements](#)

## **Appendix C: State Internet Coordination**

- [MOREnet State Agency Technical Coordinator Services](#)
- [Initial Internet ID and Password](#)
- [Internet Software](#)
- [Training](#)
- [Internet Access](#)

## **Appendix D: State Electronic Publishing Coordination**

- [WEB Space on the SDC Server](#)
  - [WEB Publishing Guidelines](#)
  - [Who is Authorized To Publish](#)
  - [How Publishing Priorities Are Defined](#)
  - [Who Gives Final Approval For Publication](#)
  - [Who Is Responsible For Creating Missouri Entries](#)
  - [Who Creates and Updates Guidelines For Publication](#)
  - [Who Is Assigned To Respond To Electronic Requests and Inquiries](#)
  - [Who Is Assigned To Respond To Perceived Violators of the Acceptable Use Policy](#)
- 

*Late Updated: 4-17-96*

State of Missouri: Office of Administration - Division of Data Processing and Telecommunications  
Missouri Research and Education Network

## **Introduction**

### **Project Summary**

Providing state information to the public is a key element of the democratic process in the State of Missouri. Citizens utilize this public information to assist with their participation in state government. State government can function more efficiently and be more responsive to the citizens when public information is provided in a manner that is easy to access.

Advances in technology have made it possible to publish information electronically using fewer resources than traditional print methods require. Several state departments have pioneered innovative systems for providing electronically-published public information in a networked environment, specifically on the Internet. Due to the demands for network accessible public information by state agencies and citizens alike, the State of Missouri requires a plan to address issues of presenting state information on the Internet.

The State's objective for Internet publishing is electronic network access to State government information, integrated with a searching structure that facilitates its retrieval. Information published electronically can be made readily available to all with Internet access, increasing the effectiveness and efficiency of citizens interacting with state government. This access method to information also provides the additional benefit of electronic communication which can facilitate interaction between the publishing agency/department and the users of the information.

This document is designed to provide guidelines for integrating and implementing the policies and procedures of publishing state information in a networked environment, specifically on the Internet. The goal of this document is to provide a framework for state agencies to select, collect and publish information on the Internet insuring that Missouri's networked publishing efforts will offer a unified and uniform presentation of content. This plan specifically does not address issues of providing network access points for customers of state services to transact business with agencies.

### **Project Team**

A project team was assembled with members from state agencies and the Missouri Research and Education Network (MOREnet) staff. MOREnet State Projects Coordinator David Finch and Office of Administration, Division of Data Processing and Telecommunications staff member John Stanford co-chaired the project team.

The team was directed to identify specific issues relating to publishing state data on the

Internet, identify the policy-making group for each issue and to provide solutions or recommendations on identified issues.

Each team member had unique perspectives and experiences in dealing with the Internet and public information. The team was comprised of the following members:

Matt Benton

Office of the Lieutenant Governor

David Finch

Missouri Research and Education Network

Mary Grigsby

Office of Social and Economic Data Analysis

Joanna Perkins

State Archives, Office of the Secretary of State

Larry Seneker

Office of Information Technology

John Stanford

Office of Administration, Division of Data Processing and Telecommunications

Tim Taylor

Department of Health

Debbie Wells

Department of Economic Development

Melissa Whalen

Missouri Research and Education Network

The team worked with the Information Technology Planning Board, Data Processing Managers Advisory Group, Internet Technical Group and Internet Users Group to develop the recommendations brought forward from this plan. Recommendations and policies in this plan have been accepted and adopted by the Information Technology Planning Board which sets policy for state agencies.

The Office of Social and Economic Data Analysis (OSED) at the University of Missouri - Columbia provided staff and content assistance to the development of this plan.

Building on the successful work already published with the Missouri State Library, State Census Data Center and Department of Elementary and Secondary Education, OSED staff brought invaluable knowledge and expertise to the project.

## **Project Scope**

The policies and recommendations contained in this document apply to all state departments, agencies, elected officials or organizations contracted with the State who publish state information in a publicly accessible network environment, specifically the Internet.

---

## **Electronic Publishing Audience Issues**

### **Action**

Adopt a policy that an audience study be conducted by departmental information providers prior to publishing information on the Internet.

### **Objective**

The study should determine the primary electronic connection method of the intended audience so that an appropriate presentation format and transport protocol can be chosen for the information.

### **Impact**

Data from the study will identify what access methods the audience has available. The findings of the study should influence the methodology or protocol used to publish the information electronically on the Internet.

### **Information**

At the present time, electronic publishing on the Internet can be accomplished using a variety of transport protocols. The common protocols are File Transport Protocol (FTP), Gopher and HyperText Transport Protocol (HTTP - used by the World Wide Web). Different connect methods will determine which protocol will be used to distribute the published information.

The study should focus on the methods available to the intended audience for connecting to the information and identify the common methods possible for the majority so that the appropriate transport protocol and formatting decisions can be made.

The method used by the intended audience to connect to the information directly impacts the presentation of the information published electronically. Some connection methods are not capable of transporting graphical or information formats other than ASCII in a timely manner.

Intended audiences that include non-experienced or visually-challenged users will have difficulties with the presentation format of some graphical information. Adaptive computer technologies have difficulties with some information formats and transport protocols.

---

# **Government Information Locator Service (GILS)**

## **Action**

Create and maintain a Missouri State Government Information Locator Service (MOGILS) to provide reference for electronically published information.

## **Objective**

To ensure national and international standards of electronic publication referencing and authentication for the State of Missouri are met.

## **Impact**

The policy will promote source authentication and reference services to state data accessible on the Internet.

## **Information**

The Government Information Locator Service (GILS) developed by the Federal Government is a useful model for Missouri to adopt in order to provide source authentic citation and reference services to state information made accessible on the Internet.

The Missouri Government Information Locator Service (MOGILS) offers a decentralized approach to authentic information citation. MOGILS identifies information resources, describes the information available in those resources and provides assistance in how to obtain the information source location.

The explosive growth of documents on the Internet means that some method must be established to consistently reference and help in determining their credibility. The development of GILS by the federal government addresses this need.

GILS referencing elements ensure that electronic publishing meets the same information standards of credibility, attribution and coherent source information required of printed publications.

GILS references or inventories function as a "virtual card catalog" to information products and systems. GILS entries may reference information systems, information dissemination products (primarily publications and other materials intended for public distribution) and records systems.

For additional information about GILS you may look at the World Wide Web hypertext page (<http://www.oseda.missouri.edu/mogils>) where information from many sources is linked to the MOGILS information web page developed by the State Network Information Planning Team to provide detailed information about GILS.

## **Federal Government Initiative**

The Federal Government Information Locator Service is part of the national information infrastructure initiative. The office of Management and Budget (OMB) of the Federal Government issued OMB Circular A-130 "Management of Federal Information Resources" (revised July 25, 1993) to strengthen policies for managing government information.

Circular A-130 encourages agencies to use new technologies to make government information available to the public in a timely and equitable manner via a diverse array of sources, both public and private. It states that availability of government information in diverse media, including electronic formats, permits the public greater flexibility in using the information and that modern information technology presents opportunities to improve the management of government programs to provide better service to the public.

It also notes that the development of public electronic information networks, such as the Internet, provides an additional way for the agencies to increase the diversity of information sources available to the public, and that emerging standards such as Z39.50, developed by the American National Standards Institute (ANSI), will be used increasingly to facilitate dissemination of government information in a networked environment.

*OMB Bulletin No 95-01* to establish a Government Information Locator Service followed OMB A-130 and was released December 7, 1994. It requires all federal agencies to make initial GILS core locator records available on-line by December 31, 1995. Databases and search engines that are Z39.50 and GILS compliant are under development. Many other options are becoming commercially available.

The GILS standard is part of an International initiative developing a Global Information Locator Service that will ensure user friendly access to information world wide. It is an inventory or "card catalog" of resources of all kinds.

---

## **State Government Home Page**

### **Action**

Coordinate and maintain a single state government home page under the ownership of the Office of Information Technology.

### **Objective**

To assign ownership of the state government home page to an interdepartmental body that will ensure a cohesive and dynamic electronic interface to state published

information.

### **Impact**

A single state government home page will result in a centralized access point for the public to government information published on the Internet.

### **Information**

Definitions of common terms used in association with issues concerning publishing information via the World Wide Web.

#### **Home Page**

A HyperText Markup Language (HTML) page which the HyperText Transport Protocol (HTTP) server is configured to display by default. This page is by custom the primary access point or main "front door" to electronic information published on the server or by the organization sponsoring the server.

#### **Page Owner**

Person or organization who has ultimate control and responsibility for the physical integrity and content of the page.

#### **Page Ownership**

Act of being the acknowledged person or organization responsible for the physical integrity and content of the page.

#### **Page Maintainer**

Person or organization who acts under the direction of the page owner.

#### **Page Maintenance**

Procedures or tasks involved in achieving the goals or directives of the page owner.

---

## **Electronic Publishing Internal Policy Issues**

### **Action**

Adopt a policy that departments assign and communicate responsibility within the department for the process of publishing information electronically.

### **Objective**

To define process for planning, management, operations, staffing and controlling at agency level, as they relate to electronic publishing.

### **Impact**

Agency publishing efforts will follow an identified and authorized procedure.



## Information

Concerns about responsible, accurate and coherent presentation of information are just as important in electronic publishing as they are in print publication. Internal planning, management, operations, staffing and controlling at the agency or departmental level may require attention to a wide spectrum of issues.

Among issues that may be addressed are:

- Review of the main mission of programs to ensure that the mission of the agency or department drives the development of electronic publishing service, standards and activities.
- Establishment of service standards tailored to the needs of both internal and external users.
- Creation of a single point of entry or coordinated multiple access points to respond to inquiries and transparently guide the information seeker to the proper source.
- Staff training for creating and maintaining electronic publications and to assist in the use and provision of electronic publications or other information referenced electronically.
- Development of a process for determining what information is to be made available electronically and whether it will constitute a new publication, replace another format of publication or supplement other forms of the publication.
- Development of a process to ensure that a "copy of record" is maintained.
- Development of a plan that sets standards for service and that provides mechanisms for feedback and continuous quality improvement.
- Development of models, pilot projects, prototypes and demonstrations that can be evaluated, refined and replicated as appropriate.
- Adoption of evaluation and assessment techniques and tools to improve and refine service delivery.
- Establishment of policies regarding:
  - Who is authorized to publish;
  - How publishing priorities are defined;
  - Who gives final approval for publication;
  - Who is responsible for creating Missouri entries;
  - Who creates and updates guidelines for publication;
  - Who is assigned to respond to electronic requests and inquiries;
  - Who is assigned to respond to perceived violators of the Acceptable Use Policy;
  - Who is assigned to make decisions and coordinate activities regarding "copy of record" for electronic publications with the State Library/Depository Documents.

In some instances, agencies and departments may find that existing policies are transferable to electronic publishing while in others they may not. Examples of departmental and agency policies and procedures are attached to provide models for departments and agencies altering or developing internal electronic publishing policies.

---

# Electronic Publishing Standards

## Action

Adopt a policy that departments adhere to global standards for electronic publishing established by international organizations.

## Objective

Recognize expertise of the Internet Engineering Task Force (IETF) and World Wide Web Consortium (W3C) as well as other entities and to comply with international standards of publishing electronic information.

## Impact

This recommendation is intended for all state agencies or their outsourced contractors publishing electronic information to establish that the authority base for electronic publishing standards is not in the commercial sector.

## Information

### A. Internet Engineering Task Force

The Internet Engineering Task Force (IETF) is the protocol engineering and development arm of the Internet. The IETF is a large open international community of network designers, operators, vendors and researchers concerned with the evolution of the Internet architecture and the smooth operation of the Internet. It is open to any interested individual. (<http://www.ietf.cnri.reston.va.us/>)

Noteworthy IETF Drafts:

Draft "Hypertext Markup Language - 2.0", T. Berners-Lee, D. Connolly,  
08/08/1995  
<ftp://ietf.cnri.reston.va.us/internet-drafts/draft-ietf-html-spec-05.txt>.

This specification roughly corresponds to the capabilities of HTML in common use prior to June 1994. HTML is an application of ISO Standard 8879:1986 Information Processing Text and Office Systems; Standard Generalized Markup Language (SGML). The `text/html' Internet Media Type (RFC 1590) and MIME Content Type (RFC 1521) is defined by this specification.

Draft "HyperText Markup Language Specification Version 3.0", D. Raggett,  
04/25/1995  
<ftp://ietf.cnri.reston.va.us/internet-drafts/draft-ietf-html-specv3-00.txt>.

This specification defines the capabilities of HTML version 3.0 and provides additional capabilities over previous versions such as tables, text flow around

figures and math. It is backwards compatible with HTML 2.0.

#### B. World Wide Web Consortium

The World Wide Web Consortium promotes the World Wide Web by producing specifications and reference software. W3C is funded by industrial members but its products are freely available to all. The Consortium is an industry consortium run by the Laboratory for Computer Science at the Massachusetts Institute of Technology (MIT). In Europe, MIT collaborates with European Laboratory for Particle Physics (CERN), originators of the World Wide Web in 1989, and the French National Institute for Research in Computing and Automation (INRIA), the European W3C center. (<http://www.w3.org/hypertext/WWW/Consortium/>)

Specifications and Development Areas of the W3C: <http://www.w3.org/>

- All available information on Hypertext Transfer Protocol (HTTP) and related protocols.
  - The hypertext markup language, including style sheets.
  - Security.
  - Resources relating to security on the World Wide Web.
  - Collaboration.
  - Resources and examples relating to interaction on the World Wide Web through structured discussion, shared annotation and other forms of collaboration.
  - Increasing automation on the web, executable content and code from interface specs.
  - Common Gateway Interface (CGI Scripting Language).
  - The interface between httpd servers (CERN's and NCSA's at least) and user-written gateways to other database systems, etc.
  - Addressing (URLs).
  - The syntax of W3 document addresses.
  - Graphics.
  - Pointers to information, specs, FAQ etc.
  - Ideas for new projects and things people are currently working on.
-

## **Aging and Expiration of Content**

### **Action**

To recommend that state agencies or departments establish policies and procedures to assure all published data is current, timely, and relevant to the subject. Procedures should be established to address archiving of data that has been removed. This archiving should be noted and referenced.

### **Objective**

The public expects information electronically published by government entities to be current, accurate, and relevant to the subject matter being presented. The creation and adoption of policies and procedures will help obtain this objective.

### **Impact**

State agencies or departments should assign sufficient resources to the publishing effort to assure compliance with the established policies and procedures.

### **Information**

Published data is likely to change over time. Procedures must be developed to assure the data is kept up to date and accurate at all times. Electronic publishing lends itself to easily deliver volatile, changing information to its audience.

Published data shall include information relating to the creation date and the expiration date of the data, if known,. Version numbers, if applicable, should be included.

Published data that is no longer required or of current value shall be removed or archived based on standard archival processes and procedures.

---

## **Electronic Publishing Media Issues**

### **Action**

To recommend that once information has been identified for electronic publication that the choice of which media to use for the primary distribution be given careful consideration so that optimal delivery and presentation of the information will be

achieved.

## **Objective**

This recommendation is intended specifically for any information published by the State, state agency, or outsourced contractors publishing electronic information in the HTML format and the HTTP (WWW) transport protocol.

## **Impact**

State agencies or departments should assign sufficient resources to educating state information publishers on the various electronic publishing medias and the advantages/disadvantages of the various methods chosen.

## **Information**

Many media choices are available when publishing electronic information in the HTML format. Some of the choices could be ascii text, formatted text, graphical files, sound files and movie clips. Each media has specific enhancements, but also drawbacks.

Key Concept: Just because it is technically possible to publish information in a particular media does not ensure that it is the best media for information availability.

Text information is the most basic and commonly accessible media which can be transported easily over all connection methods and is the most portable between various hardware and software systems. Because it is so common, it tends to be very plain.

Formatted text information is information that is enhanced through the use of HTML encoding. Various levels (standard and non-standard) of the HTML codes are available, many which may cause unexpected presentation results or incompatibilities.

Graphical files, sound files and movie clips are nice medias for publication of non-text information. Care should be used when choosing these medias in that additional software, hardware and high speed connection methods may be necessary for presentation.

---

## **Integrity and Authentic Citation Issues**

## **Action**

To recommend that state agencies and departments create internal policies and procedures regarding electronic data or other information to protect the integrity and accuracy of state information published electronically.

## **Objective**

This recommendation is intended for all state agencies and departments or their outsourced contractors publishing electronic information.

## **Impact**

State agencies or departments should establish and communicate internal policies and procedures regarding electronic data or other information to ensure agency wide compliance.

## **Information**

Citizens both deserve and value accurate, complete and timely government information and data.

Electronic distribution of government information must not:

- compromise the integrity of security of those records;
- adversely affect the performance of vital government operations;
- compromise personal privacy.

Information content should be reviewed by an agency/department information officer, committee, or peer group to assure accuracy, integrity, and value.

The agency electronic publishing process should include the creation of a MOGILS record. This record will provide authentic citation of the electronically published information.

---

## **Archival, Preservation and Copyright Issues**

### **Action**

To recommend that agencies retain permanent copies of all electronically published data.

### **Objective**

To ensure that permanent record copies of all versions of electronically published data are retained for reference.

### **Impact**

Agencies will be required create and maintain an archive of all electronically published

information for permanent copy of record purposes.

### **Information**

In order to ensure a permanent copy of record of any new publication or substantive update, agencies should:

- Create two electronic copies of an electronic publication or update, and maintain one of the copies within the agency;
- Deliver the second electronic copy to the Missouri State Archives for storage;
- Follow current archival procedures set forth by the State Library, Depository Documents section;

Unlike federal publications, which are exempt from copyright standards, state publications may fall under the Copyright Act of 1976, as Amended (1994). These electronic documents are public information and fall under fair use standards.

---

## **Delivery Methods**

### **Action**

To recommend that the method of delivery for electronically published information be chosen based on the audience and media issues as they relate to the publishing mission and goals of the agency or department.

### **Objective**

To ensure that the information delivery method is appropriate for the target audience and is compatible with the media chosen for the presentation of electronic information.

### **Impact**

This recommendation will apply across all state government agencies and departments and include all electronic publications or electronically referenced information.

### **Information**

Delivery methods will vary depending upon the purpose, primary audience and the existing, developing or planned technological capabilities for delivery. The agency or department needs to translate purpose, and user needs into the information products it delivers and into the delivery methods it employs to deliver them.

There are various purposes for an agency to distribute information products and services. These purposes will play a role in delivery methods chosen for making

information products and services accessible.

Electronic information should be convenient, low cost and easy to use.

Remote Electronic Access to State Government Information may include:

A. Community Information Networks (CINs)

A community information network (CIN), sometimes called a Freenet, is a community-based network that acts as a transparent gateway onto the Internet.

The Columbia Online Information Network (COIN) of Columbia, Missouri is an example of an award-winning community information network. COIN was debuted in May 1993 and currently has 10,000 members. Eighty percent of the members reside in Boone, Howard and Callaway Counties. In November 1994 COIN was given an award by the White House Conference on Library and Information Services. Core members of COIN are the City of Columbia, Boone County, Columbia Public Schools, Daniel Boone Regional Library and the University of Missouri. There are also ten affiliate members and 400 Friends of COIN.

Other CINs in Missouri include Laclede Access (LION), Ozarks Regional Information Online Network (ORION), Westplex Information Network (WIN), Rollanet, and the Rural Area Information Network (RAIN). There are over ten additional CINs being organized in the state presently.

There are numerous fee-based services providing access to the Internet that can also serve as on-ramps for access to government information.

B. Multimedia Kiosks

Multimedia kiosks involve computer technology combined with a physical structure to dispense information, provide a service and/or conduct a transaction. Banking automated teller machines are a familiar form of an information kiosk.

The federal government has several initiatives involving the use of kiosks as a way of enhancing access to government benefits and information. These include the U.S. Postal Service prototype and a pilot project for the U.S. Department of Veterans Affairs.

A handful of states, among them California, have deployed kiosk networks for providing government services and information. Info/California is the most publicized government kiosk. It provides the public with information on government services, displays the details about local attractions and conducts limited transactions such as vehicle registration renewals and job matching services.

C. Other modes of providing information electronically include:

Independent servers may deliver data and information in a variety of ways. Gopher access which is text based and menu driven works well with text based software and is compatible with the capability of computers used by many citizens.



World Wide Web access is flexible, visual, very user friendly and highly interactive allowing for direct links that are easily recognized by users. The World Wide Web environment allows links back to gopher based information.

It is desirable to make electronically published information accessible using both modes for the next few years. As the World Wide Web develops a transition to World Wide Web access with its greater flexibility and ease of use is likely.

Computer Bulletin Boards Systems allow individuals to dial-in to the system to access information and perform limited functions such as downloading files or sending and receiving electronic messages. Bulletin Board Systems have limited utility as they rely on low level technology and are not interactive. They have filled a need as an interim measure for those without Internet access but are rapidly being replaced with gopher and World Wide Web modes of information provision.

A planning issue closely related to access methods is the selection of access locations. Planning issues concerning access locations will be discussed with user access issues.

---

## **Privacy and Restriction of Content**

### **Action**

To recommend that state agencies establish privacy and content restriction guidelines dealing with the acquisition and publication of personal, restricted, unauthorized, or confidential information.

### **Objective**

To ensure the "personal information" and "transaction" privacy of individuals and organizations, by placing restrictions on the type and content of electronic publications, and by establishing equitable monitoring systems.

### **Impact**

State information publishers must be educated and thoroughly understand the liabilities and restrictions on information that may be published electronically.

### **Information**

#### **A. "What is Privacy?"**

In the context of the National Information Infrastructure, privacy has two distinct meanings.

First, "personal information" privacy deals with the ability to control information about oneself or information identifiable to oneself. In this case, the method in which individual data is acquired, disclosed, and used is under question.(1) Personal information is sensitive and includes individuals' health care and medical records, tax returns, educational grades or evaluations, financial records and transactions, and confidential business documents.(2)

Secondly, "transaction" privacy deals with the protection of one's anonymity, solitude, and intimacy. In this case, what one reads, researches, and transmits is under question.(3)

#### B. "Personal Information"

Internet's rapid growth has made it difficult to apply the traditional ethical rules used for printed materials. In addition, today's information environment may present questions about the use of personal information that traditional rules do not even address.

Agencies should consider the following when considering the use and publication of personal information:

- the benefits of using personal information, recognizing that privacy interests must be balanced with legal accountability, adherence to state and federal laws, and public opinion.
- the extent to which providing personal information is voluntary, and the individual's expectations regarding the use of the information.
- the sensitivity of the information and the potential for harm to the individual that could result from a particular disclosure or use of the information;
- the cost and effort required to protect against harm to individuals, recognizing that more sensitive information may require more costly and elaborate protection procedures than less sensitive information.

#### C. "Transaction"

Under the NII, organizations may generate data documenting transactions. Indeed, transactional data may reveal who communicated with whom, when, and for how long, as well as who bought what, for what price.

While it is deemed important for agencies to identify their audience and to monitor employees for acceptable use, privacy for our customers and employees is crucial.

Agencies should consider the following when considering the acquisition of transaction data:

- the benefits of studying network use, recognizing the effect monitoring will have on employee productivity and public consumption.
- the extent to which monitoring participation is voluntary, and the individual's expectations regarding the use of the information.
- the need to monitor employees for acceptable use.

(1) Information Infrastructure Task Force. "Privacy and the National Information Infrastructure: Principles for Providing and Using Personal Information." Privacy

Working Group, Information Policy Committee; June 6, 1995.

(2) General Accounting Office. "Information Super Highway: An Overview of Technology Challenges." January 1995, GAO/AIMD 95-23; pgs. 3-25.

(3) Beatty, Perrin. "Telecommunications Privacy Principles." Canadian Minister of Communications.

---

## **Media Delivery Issues**

Because delivering information with a particular delivery method and publishing electronic information in a particular media is technically possible, the latest technological possibilities should not dictate the choice of either.

The chosen delivery method of electronic information should be based upon the primary audience access methods to the information. The "lowest common denominator" is File Transfer Protocol or FTP. Gopher is a mature and commonly used delivery method of text information on the Internet that is strictly menu oriented. The World Wide Web, which uses the Hypertext Transport Protocol (http) is the current "tool of mania" for electronically published information which enables text and graphic information publishing.

### **File Transfer Protocol - FTP**

Information delivered by the FTP protocol can be accessed via Gopher clients, World Wide Web (WWW) browsers, and FTP clients. Information delivered by an FTP protocol server can be displayed on-line in pure text format by Gopher clients, WWW browsers, and some graphical FTP clients. Preparation of information for this delivery method consists of placing files in an appropriate directory on the host system running the FTP server

### **Gopher**

Gopher is a delivery method that is common on the Internet. Text information can be easily accessed and some Gopher clients will display graphical files. Gopher based information can be displayed with WWW browsers.

### **World Wide Web - WWW**

The World Wide Web (WWW) is the most popular and most widely supported information delivery method on the Internet. Many Missouri Community Information Networks are based on this delivery method. WWW browsers can be graphical or text based and are "backward" compatible, in that they can interact with FTP and Gopher information servers.

Information delivered by the WWW method can be presented as plain text, formatted text using Hypertext Markup Language (HTML), graphical or a combination of all these medias.

---

# Media Choices

Many media choices are available to publish electronic information, each with specific enhancements and drawbacks. The common choices of electronic media include plain ASCII text, formatted text, graphic files, sound files and movie clips.

## Text

ASCII Text is "plain" character text formatted only with white space and usually presented in a non-proportional font such as courier 12.

Formatted Text is information with enhanced coding to present such as bold characters, italics, font changes and underlining. Examples of formatted text include word processing generated documents, HTML pages and SGML documents. Formatted text information may contain only enhanced text information or include graphic, sound or movie files.

When formatting text with HTML codes, it is very important to ensure that the formatting codes or HTML tags conform to certain guidelines. With the current diversity of WWW browsers, writing HTML that will present information consistently is very important.

By conforming to standard HTML tags, the information may not be presented with the latest presentation possibilities, but will be presented consistently. By using standard HTML tags, information displays on a graphical Web browser (such as Netscape or Mosaic) virtually the same way it will be to the public by text only browsers (Lynx).

HTML 2.0 is the current standard level of HTML tags understood consistently by all Web browsers. Besides implementing HTML 2.0, the programmers at Netscape have developed additional tags and attributes that "enhance" HTML. These and other non-HTML 2.0 tags will either be ignored by some Web browsers or will cause unexpected presentation of information.

## Netscape Extensions

### EXTENSIONS TO HTML 2.0

[http://www.netscape.com/assist/net\\_sites/html\\_extensions.html](http://www.netscape.com/assist/net_sites/html_extensions.html)

*This document explains the extensions to the HTML 2.0 specification. We're currently working on a document about extensions to HTML 3.0 (keep your eyes peeled to these pages); in the meantime, you can get information about adding tables, backgrounds, and dynamic updating to documents - three important extensions in Netscape Navigator 1.1b1 and beyond that are being proposed for inclusion in HTML 3.0.*

*Netscape Communications will continue to work with the appropriate standards bodies, including W3C and the authors of other WWW browsers, in an attempt to have these extensions available in all browsers in the near future. All of the Netscape Navigator*

*extensions to HTML take the form of additional tags and attributes added to the HTML specification and are specifically designed not to break existing WWW browsers.*

## **Other Medias**

### **GIF**

#### **Graphical Interchange Format**

Developed by CompuServe with the objective of creating a device independent method of storing pictures. Can store 8bit/pixel (256 or fewer colors) and have the filename extension of .gif. Interlaced GIF files are different from standard GIF files in that nonadjacent sets of lines are stored together rather than in sequential order. Interlaced GIF files are displayed in graphical Web browsers in "layers" in that the nonadjacent sets of lines display as they are being received by the Web browser.

### **JPEG**

#### **Joint Photographic Experts Group**

Developed by the Joint Photographic Experts Group as a standardized image compression mechanism and was designed for compressing full color and gray scale images of scenic images. JPEG stores 24bits/pixel (16 million colors) with compression so that file sizes are smaller and will have quicker download times. JPG images are superior to GIF images, but only if the computer monitor can handle 16 million colors. The image compression method used by JPEG which is "lossy" when decoding the image will result not an exact image. Different image quality can be specified which will result in different compression ratios.

### **MIDI**

#### **Music Instrument Digital Interface**

The standard format for transmitting music from electronic instruments or sound boards to a computer. The quality of recorded music is very good, file size is small and the file name extension is .mid.

### **WAV**

#### **Wave Form Audio File Format, known as RIFF WAVE**

This sound file format is the Windows standard. WAV files are digital representation of an analog signal and often are quite large and have a file name extension of .wav.

## **Machine or Card Specific Sound File Formats**

### **ULAW**

Standard for NeXt machine (.au)

### **VOC**

Sound Blaster (.voc)

### **MPEG**

#### **Moving Pictures Expert Group**

This group consists of more than 70 companies and institutions who meet under the International Standard Organization (ISO) to develop digital video standards for Compact Discs, Cable TV, Direct Satellite Broadcast and high- definition television. MPEG covers three areas; video, audio and system and has multiple

file name extensions - .mpg (common), .mp2 (MPEG II audio), mps (MPEG system), .mpa (MPEG audio), etc...

Quicktime ISO standard for digital media originally created by Apple Computer Inc. Provides audio, animation, video and interactive formats with the file name extensions of .qt and .mov.

#### Other Video File Formats

AVI

Microsoft Windows Standard (.avi)

AWA

Gold Disk Animation (.awa/.awm)



## **Missouri Government Information Locator Service**

The explosive growth of materials on the INTERNET means that some way must be established to consistently locate information, help in determining its credibility and insure consistent citation information.

Many states including Missouri are publishing electronically on the INTERNET. The Federal Government Information Locator Service (GILS) which is part of the National Information Infrastructure Initiative, is being explored by the Missouri State Government as a possible model for identifying and describing state electronic information resources. GILS citations or inventories, function as a "virtual card catalog" to information products and systems. GILS entries may reference information systems, information dissemination products (primarily publication and other materials intended for public distribution), and records systems. GILS identifies information resources, describes the information available in those resources, and provides assistance in how to obtain the information. GILS referencing elements insure that electronic publishing meets the same information standards of credibility, attribution and coherent source information required of printed publications and offers a decentralized approach to authorized information citation.

As a part of the Missouri State Networked Information Planning Project, MOGILS information has been created to provide information about how GILS works and to place it in the broader context of the developing information infrastructure. The Missouri Department of Conservation (MDC) electronic publications are being used to develop MDC/MOGILS entries for the MOGILS prototype. The Missouri State Networked Information Planning Project has outlined issues relevant to the development of a State Networked Information Plan.

The GILS standard is part of an International initiative to develop a Global Information Locator Service that will insure user friendly access to information world wide. GILS uses standard network technology for information search and retrieval so the information can be retrieved in a variety of ways world wide. The GILS standard and profile provides decentralized information dissemination to a wide diversity of sources that serve both the public and private need for information access. GILS is a standardized reference format for electronic information that uses an internationally recognized INTERNET search protocol (z39.50). The z39.50 search protocol development and ongoing maintenance information is made available by Library of Congress Web page for the z39.50 maintenance agency.

---

## **Government Information Locator Core Elements**



The Government Information Locator core entry elements provide the basis for the consistent location and verification of credibility, and information made available electronically. This structure insures that GILS inventories are presented electronically in a common way using specified minimal standards. It is not an organizing system, rather it is an inventory system that insures a coherent way for people to obtain information. GILS Guidance provides up-to-date information about the federal GILS implementation and management. State agencies and organizations as well as other information providers with information locators modeled on GILS are also part of the movement toward a standardized search capability. (1)

(1) University Extension -- Office of Social and Economic Data Analysis Mary Grigsby: C171231@mizzou1.missouri.edu Missouri Research and Education Network (MOREnet) David Finch: dfinch@more.net URL: <http://www.oseda.missouri.edu/mogils>; Revised December 12, 1995

## **GILS 5/2/94 Document Appendix A. GILS Core Elements [REVISED]**

*U.S. Geological Survey, 802 National Center, Reston, VA 22092, USA*

*URL <http://www.usgs.gov/gils/gilsappa.html>*

*Contact: [echristi@usgs.gov](mailto:echristi@usgs.gov); Last modification: 8-20-95@6:00pm (EJC)*

GILS Core Locator Records consist of a number of GILS Core Elements that contain information to identify and describe Federal information resources. The term "mandatory" as used in this Profile applies to administration of the subset of GILS Locator Records that have been identified by the record source as participating in the GILS Core. GILS servers are not required to distinguish "mandatory" from other elements.

**TITLE** (Mandatory, Not Repeatable): This element conveys the most significant aspects of the referenced resource and is intended for initial presentation to users independently of other elements. It should provide sufficient information to allow users to make an initial decision on likely relevance. It should convey the most significant information available, including the general topic area, as well as a specific reference to the subject.

**CONTROL IDENTIFIER** (Mandatory, Not Repeatable): This element is defined by the information provider and is used to distinguish this locator record from all other GILS Core locator records. The control identifier should be distinguished with the record source agency acronym as provided in the U.S. Government Manual.

**ABSTRACT** (Mandatory, Not Repeatable): This element presents a narrative description of the information resource. This narrative should provide enough general information to allow the user to determine if the information resource has sufficient potential to warrant contacting the provider for further information. The abstract should not exceed 500 words in length.

**PURPOSE** (Mandatory, Not Repeatable): This element describes why the information

resource is offered and identifies other programs, projects, and legislative actions wholly or partially responsible for the establishment or continued delivery of this information resource. It may include the origin and lineage of the information resource, and related information resources.

**ORIGINATOR** (Mandatory, Not Repeatable): This element identifies the information resource originator, named as in the U.S. Government Manual where applicable.

**ACCESS CONSTRAINTS** (Mandatory, Not Repeatable): This element is a grouping of subelements that together describe any constraints or legal prerequisites for accessing the information resource or its component products or services.

- **GENERAL ACCESS CONSTRAINTS** (Mandatory, Not Repeatable): This subelement includes any access constraints or legal prerequisites applied to assure the protection of privacy, and any other special restrictions or limitations on obtaining the information resource. Guidance on obtaining any users' manuals or other aids needed for the public to reasonably access the information must also be included here. This element in some cases may contain the value "None."
- **ORIGINATOR DISSEMINATOR CONTROL** (Optional, Not Repeatable): This subelement contains specifics determined by the originator of the information resource pertaining to the control of access to or dissemination of this resource.
- **SECURITY CLASSIFICATION CONTROL** (Optional, Not Repeatable): This subelement contains specifics pertaining to the security classification associated with the information resource.

**USE CONSTRAINTS** (Mandatory, Not Repeatable): This element in some cases may contain the value "None." It describes any constraints or legal prerequisites for using the information resource or its component products or services. This includes any use constraints applied to assure the protection of privacy or intellectual property and any other special restrictions or limitations on using the information resource.

**AVAILABILITY** (Mandatory, Repeatable): This element is a grouping of subelements that together describe how the information resource is made available.

- **DISTRIBUTOR** (Mandatory, Not Repeatable): This subelement consists of the following subordinate fields that provide information about the distributor:
  - **DISTRIBUTOR NAME**
  - **DISTRIBUTOR ORGANIZATION**
  - **DISTRIBUTOR STREET ADDRESS**
  - **DISTRIBUTOR CITY**
  - **DISTRIBUTOR STATE**
  - **DISTRIBUTOR ZIP CODE**
  - **DISTRIBUTOR COUNTRY**
  - **DISTRIBUTOR NETWORK ADDRESS**
  - **DISTRIBUTOR HOURS OF SERVICE**
  - **DISTRIBUTOR TELEPHONE**
  - **DISTRIBUTOR FAX**

**RESOURCE DESCRIPTION** (Optional, Not Repeatable): This subelement identifies the resource as it is known to the distributor.

- **ORDER PROCESS** (Mandatory, Not Repeatable): This subelement is a grouping of the following subordinate fields that provide information on how to obtain the information resource from this distributor.

- **ORDER INFORMATION** (Mandatory, Not Repeatable): This subelement provides information on how to obtain the information resource from this distributor, including any fees associated with acquisition of the product or use of the service, order options (e.g., available in print or digital forms, PC or Macintosh versions), order methods, payment alternatives, and delivery methods.

- **COST** (Optional, Not Repeatable): This subelement indicates whether or not there is a cost associated with this resource.

- **COST INFORMATION** (Optional, Not Repeatable): This subelement contains textual information about the cost associated with this resource.

- **TECHNICAL PREREQUISITES** (Optional, Not Repeatable): This subelement describes any technical prerequisites for use of the information resource as made available by this distributor.

- **AVAILABLE TIME PERIOD** (Optional, Repeatable): This subelement provides the time period reference for the information resource as made available by this distributor, in one of two forms:

- **TIME PERIOD --STRUCTURED**: Time described using the USMARC prescribed structure.

- **TIME PERIOD --TEXTUAL**: Time described textually.

- **AVAILABLE LINKAGE** (Optional, Repeatable): This subelement provides the information needed to contact an automated system made available by this distributor, expressed in a form that can be interpreted by a computer (i.e., URI). Available linkages are appropriate to reference other locators, facilitate electronic delivery of off-the-shelf information products, or guide the user to data systems that support analysis and synthesis of information.

- **AVAILABLE LINKAGE TYPE** (Optional, Repeatable): This subelement occurs if there is an Available Linkage described. It provides the data content type (i.e., MIME) of the object identified in the referenced URI to give the user an indication of what is being connected to (e.g., document, image).

**POINT OF CONTACT FOR FURTHER INFORMATION** (Mandatory, Not Repeatable): This element identifies an organization, and a person where appropriate, serving as the point of contact plus methods that may be used to make contact. This element consists of the following subelements:

- **CONTACT NAME**
- **CONTACT ORGANIZATION**
- **CONTACT STREET ADDRESS**
- **CONTACT CITY**
- **CONTACT STATE**
- **CONTACT ZIP CODE**
- **CONTACT COUNTRY**
- **CONTACT NETWORK ADDRESS**

- **CONTACT HOURS OF SERVICE**
- **CONTACT TELEPHONE**
- **CONTACT FAX**

**RECORD SOURCE** (Mandatory, Not Repeatable): This element identifies the organization, as named in the U.S. Government Manual, that created or last modified this locator record.

**DATE OF LAST MODIFICATION** (Mandatory, Not Repeatable): This element identifies the latest date on which this locator record was created or modified.

**RECORD REVIEW DATE** (Optional, Not Repeatable): This element identifies a date assigned by the Record Source for review of this GILS Record.

**AGENCY PROGRAM** (\*, Not Repeatable): This element identifies the major agency program or mission supported by the system and should include a citation for any specific legislative authorities associated with this information resource.

\* This element is mandatory if the resource referenced by this GILS Core locator record is a Federal information system.

**SOURCES OF DATA** (\*, Not Repeatable): This element identifies the primary sources or providers of data to the system, whether within or outside the agency.

\* This element is mandatory if the resource referenced by this GILS Core locator record is a Federal information system.

**SCHEDULE NUMBER** (\*, Not Repeatable): This element is used to record the identifier associated with the information resource for records management purposes.

\* This element is mandatory when the GILS Core entry is intended to meet the obligation of Federal agencies to inventory automated information systems or other records series for records management purposes.

**CONTROLLED VOCABULARY** (Optional, Repeatable): This element is a grouping of subelements that together provide any controlled vocabulary used to describe the resource and the source of that controlled vocabulary:

- **INDEX TERMS -- CONTROLLED** (Optional, Not Repeatable): This subelement is a grouping of descriptive terms drawn from a controlled vocabulary source to aid users in locating entries of potential interest. Each term is provided in the subordinate repeating field:
  - **CONTROLLED TERM**
- **THESAURUS** (Optional, Not Repeatable): This subelement provides the reference to a formally registered thesaurus or similar authoritative source of the controlled index terms. Notes on how to obtain electronic access to (e.g., a URI) or copies of the referenced source should be provided, possibly through a Cross

Reference to another locator record that more fully describes the standard and its potential application to locating GILS information.

**LOCAL SUBJECT INDEX** (Optional, Not Repeatable): This element is a grouping of descriptive terms to aid users in locating resources of potential interest, but the terms are not drawn from a formally registered controlled vocabulary source. Each term is provided in the repeating subelement:

● **LOCAL SUBJECT TERM**

**METHODOLOGY** (Optional, Not Repeatable): This element identifies any specialized tools, techniques, or methodology used to produce this information resource. The validity, degree of reliability, and any known possibility of errors should also be described.

**SPATIAL DOMAIN** (Optional, Not Repeatable): This element is a grouping of subelements that together provide the geographic areal domain of the data set or information resource. Geographic names and coordinates can be used to define the bounds of coverage. Although described here informally, the spatial object constructs should be as defined in FIPS 173, "Spatial Data Transfer Standard."

- **BOUNDING COORDINATES** (Optional, Not Repeatable): This subelement limits the coverage of a data set expressed by latitude and longitude values in the order western-most, eastern-most, northern-most, and southern-most. For data sets that include a complete band of latitude around the earth, the West Bounding Coordinate shall be assigned the value: -180.0, and the East Bounding Coordinate shall be assigned the value: 180.0. The following subelements comprise the Bounding Coordinates:

● **WEST BOUNDING COORDINATE:** Western-most coordinate of the limit of the coverage expressed in longitude.

Domain:  $-180.0 \leq \text{West Bounding Coordinate} \leq 180.0$

● **EAST BOUNDING COORDINATE:** Eastern-most coordinate of the limit of coverage expressed in longitude.

Domain:  $-180.0 \leq \text{East Bounding Coordinate} \leq 180.0$

● **NORTH BOUNDING COORDINATE:** Northern-most coordinate of the limit of coverage expressed in latitude.

Domain:  $-90.0 \leq \text{North Bounding Coordinate} \leq 90.0$ ;

North Bounding Coordinate  $\geq$  South Bounding Coordinate

● **SOUTH BOUNDING COORDINATE:** Southern-most coordinate of the limit of coverage expressed in latitude.

Domain:  $-90.0 \leq \text{South Bounding Coordinate} \leq 90.0$ ;

South Bounding Coordinate  $\leq$  North Bounding Coordinate

- **PLACE** (Optional, Repeatable): This subelement identifies geographic locations characterized by the data set or information resource through two associate constructs:

● **PLACE KEYWORD:** The geographic name of a location covered by a data set or information resource.

● **PLACE KEYWORD THESAURUS:** The name of a formally registered

thesaurus or similar authoritative source of Place Keywords.

**TIME PERIOD OF CONTENT** (Optional, Repeatable): This element provides time frames associated with the information resource, in one of two forms:

- **TIME PERIOD --STRUCTURED**: Time described using the USMARC prescribed structure.
- **TIME PERIOD --TEXTUAL**: Time described textually.

**CROSS REFERENCE** (Optional, Repeatable): This element is a grouping of subelements that together identify another locator record likely to be of interest.

- **CROSS REFERENCE TITLE** (Optional, Not Repeatable): This subelement provides a human readable textual description of the cross reference.
- **CROSS REFERENCE LINKAGE** (Optional, Repeatable): This subelement provides the machine readable information needed to perform the access (i.e., URI).
- **CROSS REFERENCE TYPE** (Optional, Repeatable): This subelement occurs if there is a CROSS REFERENCE LINKAGE and provides the data content type (i.e., MIME) of the object identified in the referenced URI to give the user an indication of what is being connected to (e.g., document, image).

**ORIGINAL CONTROL IDENTIFIER** (Optional, Not Repeatable): This element is used by the record source to refer to another GILS locator record from which this locator record was derived.

**SUPPLEMENTAL INFORMATION** (Optional, Not Repeatable): Through this element, the record source may associate other descriptive information with the GILS Core locator record.





## **MOREnet State Agency Technical Coordinator Services**

MOREnet will provide connection to the Internet for State Agencies in Missouri, and user support for State Agency employees. To accomplish this enormous task, each State Agency will appoint one Agency Technical Coordinator and one alternate to provide an interface between the Agency and MOREnet personnel.

MOREnet will provide a User Support Reference Desk and a Technical Support Reference Desk to support State agency personnel in connecting to and using the Internet. MOREnet and the participating Agencies agree to the following:

A. Each participating agency will appoint a primary and secondary MOREnet Technical Coordinator who will be responsible for all contacts with MOREnet. Specific responsibilities include:

- coordinating problem reports and information requests to MOREnet for all users at the State agency, and
- assist new users in their respective agency with configuring equipment and software, and provide an orientation to MOREnet services and procedures for problem reporting.
- the coordinator and alternate selected should be knowledgeable and technically proficient with the operating systems used within the agency, i.e. DOS, Windows, Mac, etc.

B. Only Agency Coordinators or their alternate will receive reference desk assistance from MOREnet. All other Agency employees must address their requests for assistance through their Agency Coordinator.

C. MOREnet will maintain a supported hardware and software list and provide documentation and user support only for items on this list. MOREnet will maintain this list on the MOREnet public server.

D. MOREnet will provide *assistance* through the Reference Desk for problems relating to the following:

- Configuring supported software for use on a client machine;
- Problems related to use of the supported Internet client software;
- Network errors between MOREnet and the agency router or modem connection.

E. MOREnet will specifically NOT respond to requests of the Reference Desk for Network Design issues, unsupported software or making evaluations between hardware

or software products. Consulting services for these functions are in place with OA/DPT.

F. Agency Coordinators or their alternates may call 1-800-509-6673 (MORE) for Reference Desk support during business hours. Calls are most often returned within 1 hour and our goal is to resolve most problems within 24 hours.

A. MOREnet provides Domain Name Services (DNS) for State Agencies. The following primary and secondary Name Servers are available:

150.199.1.11 argus.more.net  
131.151.254.243  
128.206.2.252

H. MOREnet provides Name Server Registration for the State of Missouri for Internet Servers. Send your machines that you want registered on the net with the machine alias and the IP address to register@more.net. The State domain requires that all State Agency machines end with state.mo.us. The Internet Technical Group has defined that machine aliases should be in the form of function.department.state.mo.us

---

## **Initial Internet ID and Password**

The Internet coordinator within each department has the responsibility to issue ID's and passwords, install software, and provide basic training in the use of the Internet. If your coordinator cannot issue a ID, please contact the Internet help desk at 751-xxxx.

---

## **Internet Software**

It is the responsibility of each department to establish software guidelines, standards, and installation. Initial client programs should be available from your coordinator. A statewide contract with Netscape have been established. Contact your purchasing agent or the Office of Administration, Division of Purchasing and Materials Management.

---

## **Training**

Internet training is provided via a contract with MOREnet. They offer three classes - Internet 101, a basic guide to the Internet, Internet Tools, a more advanced class, and Hypertext Markup Language for those wanted to publish on the World Wide Web. All training is coordinated through the State Training Center. Contact them at 751-1289 for



class schedules and summaries.

---

## **Internet Access**

Access to the Internet is provided by two methods. First, a modem pool is maintained in the State Data Center to allow employees with modems to have dial access. Currently, modems are provided that will handle up to 28.8 BPS. Contact your Internet coordinator for more details. The second method is called a direct connect, designed for connecting networks to the Internet. Since each network is different, please contact the State Data Center to discuss your network.

---

## **WEB Space on the SDC Server**

Web publishing is available on the State Data Center server and may be used by all state departments. Initially, fifty megabytes of disk storage will be provided to departments to begin their WEB development. Additional disk space is available and the cost is in the SDC's Cost Allocation Plan. Again, training in HTML is available from MOREnet and coordinated through the State Education Center.

---

## **WEB Publishing Guidelines**

The following items are recommended as standard items for inclusion on Missouri State Departments Home Pages.

Agencies Home Page Header Information (front page)

- Name of Agency
- Business Address
- Small logo
- Printable Internet address (URL) for the page
- Pointer back to the department Home Page

Agency overview/ Introduction page

- Charter of Agency
- Mission Statement
- Role and Responsibilities
- Functional Structure
- Publications source(Gopher/FTP Site)
- Press releases/Newsletters

- Copyright notice
- Pointer back to Agency Home page/Front Page
- Date Last updated
- Mail-to Feedback (optional)

- Maximum 10kb per page
- Minimum number of .gif files

---

## **Who is Authorized To Publish**

No state agency services, resources, or content should appear on the Internet without the approval of the agency head or designee. No employee of any state agency will use state-owned equipment or their state network connection to offer Internet services, resources, or content without the approval of the agency head or designee.

Agencies are encouraged to assign an Internet Standards project team consisting of not less than the agency's Internet Coordinator, the Public Relations Officer or designee, and the Internet site-master to review information for accuracy, authenticity, verification and compliance with established design standards.

Agencies must consider that information it offers to the public through the Internet is freely and readily available to anyone in the world. Therefore, agencies must be cautious regarding the content they make available through the Internet. Examples of material which must not appear are confidential information, personal material, libelous material, or copyrighted material without approval.

---

## **How Publishing Priorities Are Defined**

Agencies are encouraged to initiate internal review processes to determine the justification, appropriateness, and cost effectiveness of electronically publishing on the Internet compared to other alternatives. Before an agency publishes on the Internet, a study of the project appropriation and funds available to design, implement and maintain the electronic documents should be completed.

---

## **Who Gives Final Approval For Publication**

No state agency services, resources, or content should appear on the Internet without the final approval of the agency head or designee.

---

## **Who Is Responsible For Creating Missouri Entries**

Every state agency should designate a central "site-master" responsible for creating Missouri entries in cooperation with the Internet Standards project team.

---

## **Who Creates and Updates Guidelines For Publication**

The Internet Standards project team should review and coordinate guidelines for publication.

---

## **Who Is Assigned To Respond To Electronic Requests and Inquiries**

Every state agency should designate a "electronic mail handler" who is responsible for reviewing and distributing incoming requests and inquiries. Each incoming request or inquiry should be logged into a database that tracks: when the request was received, who the request was distributed to, when a reply was returned to the sender, and how the request was answered. Prompt replies within 24 hours are encouraged. Central electronic mailboxes can be used giving multiple individuals proxy to mail received from the public.

---

## **Who Is Assigned To Respond To Perceived Violators of the Acceptable Use Policy**

Every state agency should designate their Internet coordinator to track perceived violators of the Acceptable Use Policy and report any and all violations to the appropriate personnel within the agency.

---

*Last Updated: 4-17-96*

State of Missouri: Office of Administration - Division of Data Processing and Telecommunications  
Missouri Research and Education Network